

## Computer Jan 18

1. Says Acer on the report!
2. When I got it back after repair all the folders had disappeared, along with Internet favourites. As it happens I have a standby hard drive, and I repaired my old computer (failure of which was why I bought the new one) so could recover most of the data. But is it too much to ask that CPCW copy them to a separate drive and restore them after repair?
3. Each time on start-up I have to enter a password. When I first switched on I wasn't sure which password it wanted, but picked the right one by chance. When I bought it I asked for it to log straight on. I don't need password access as I live alone. In Settings/Accounts/Sign-in options in Require Sign-in changed to Never but still does it. After Sleep it starts straight away without password. I'm reluctant to change password in Settings/Accounts as I don't know what else it will change. How can I fix?
4. Mail. From this computer emails with attachments (Word, Excel) the attachments go OK. But on receiving emails attachments are not there.
5. When I collected the computer after repair, the man said Word and Excel were no longer on it and I would need to download similar software from OpenOnline (or something like that). That wouldn't have been acceptable (I paid for Word and Excel), but coming unexpectedly I didn't object at the time. But Word and Excel were still on the W10 menu, and work normally. At one point it said something like unregistered copy (though I can't find that now). I don't want Microsoft accusing me of pirating.
6. While typing this, mouse pointer disappeared (again) and keyboard stopped working (caps lock button/lamp stopped working). I had to switch off at main switch, and lost changes.
7. Monday 22 Jan – left it for 10 minutes (not in sleep mode), came back and VDU was off and computer wouldn't re-start on moving the mouse (and hitting various keys). Lamp on, steady. Had to re-start at main switch.
8. Fri 16 Feb. Got pop-up message that I need to re-enter some data. Clicked on it and got screen in Settings asking for date of birth. Entered it but nothing else happened. What's that about?
9. Tuesday 20 Feb - as 7 above.
10. Saturday 24 Feb – as 7 above.
11. Thursday 1 Mar - as 7 above.
12. Thursday 1 Mar. Listening to i-Player. VDU stopped working and wouldn't restart on pressing keys, but i-Player continued to work. Had to re-start at main switch.
13. Saturday 3 Mar. as 7 above.
14. Friday 9 Mar as 7 above.